CITY OF HAYWARD

AGENDA REPORT

AGENDA DATE   <u>07/20/99</u>

AGENDA ITEM   _____

WORK SESSION ITEM   WS#3

TO: Mayor and City Council

FROM: City Manager

SUBJECT: Y2K Compliance Update

RECOMMENDATION:

It is recommended that the City Council review and comment on this report.

DISCUSSION:

As reported previously to Council in the work session report of March 23, 1999 (Attachment A), the City had already made substantial headway in addressing Y2K compliance. Since then, the Y2K Compliance Team has coordinated the completion of these efforts. Representatives from five operational areas (administration, city clerk, library, public safety and public works functions) inventoried and assessed close to 1500 devices and equipment in every department and City facility. Action steps were identified that included upgrade or replacement of most items that were found not to be Y2K compliant. Items not made Y2K compliant were found to be obsolete devices that do not impact City operations. By the end of June, testing and verification of compliance were completed. Documentation of Y2K compliance of all items inventoried has been compiled and will be kept in the City Clerk's Office for future reference.

Following are the major steps taken since March regarding Y2K compliance, resident education and contingency planning.

Y2K Compliance Update

<u>Mainframe Computer</u>: Efforts are underway through a professional services contract with Unisys Corporation to upgrade the payroll system, the final component of the City's main frame computer applications. This will be completed before December. Staff has already done the Y2K compliance modifications of the budget, general ledger and utilities applications.

<u>Public Safety</u>: Fire Department staff has now completed the upgrade of all defibrillators used as part of the EMT program. With funds allocated in the 1999/00 budget, the Police Department will have all MDT's (mobile data terminals) and access to the PIN/AWS (Police Information Network/ Automated Warrants System) in Y2K compliance before the end of the year.

<u>Outside Service Providers</u>: Some critical outside service providers were contacted regarding their Y2K status. The administrator of the City's Deferred Compensation Program has indicated that the company is fully compliant, as are the banks with which the City has general accounts. Staff has also been in discussion with PG&E about their compliance steps. All PG&E systems were tested as compliant by April 1998. In addition, PG&E contingency plans include manual staffing of all switches and controls on December 31.

Staff has also communicated with the FAA about the continued ability to control airport operations. The FAA stated that upgrades for Y2K compliance are now 97% completed with the balance in progress. Similar inquiries were made to the Union Pacific Railroad about railroad crossing warning and control systems. The railroad indicated that these systems are not date dependent and therefore not Y2K vulnerable. Nonetheless, backup power will be available in case of an outage, as well as other procedures to continue safe railroad crossing operations.

Resident Education

Information has been provided to residents about the City's efforts. Attachment B is the pamphlet, *Hayward is Prepared for Y2K*, that has been made available to residents at all City public counters. It addresses the most frequently asked Y2K questions. Specific staff in each department has also been identified to answer additional questions that residents and businesses may have about particular areas of concern. Reference was also made to the City's web page, which has useful resources on how individuals can prepare for Y2K.
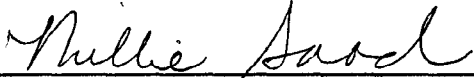
Contingency Planning

Since the most critical period will most likely be from midnight on December 31 through the following 72 hours, staff has developed a number of contingency steps. In summary, all key staff will be equipped with portable communication devices so they can easily be contacted. Starting midnight on December 31, both Fire and Police will have additional staff on-call and additional police officers available to deploy traffic at key intersections if needed. Plans are in place to allow for the continuation of the 9-1-1 emergency communication and dispatch system through the use of a backup simplex radio channel, portable radios and external antenna
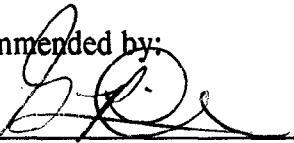
Public Works staff will physically inspect all utilities equipment on January 1 and Building management staff will inspect all City Hall systems before opening for business on January 3.

Emergency generators will be ready to provide for continuation of electrical service at all major City facilities in case of a power outage. Arrangements have been made with a fuel supplier to provide ongoing fuel to operate emergency generators and City vehicles, and Equipment Management has on-site capability of getting additional fuel if needed.

Prepared by:

_____
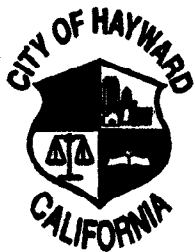Millie Saad, Assistant to the City Manager

Recommended by:

_____
Gordon Anderson, Assistant City Manager

Approved by:

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Jesús Armas, City Manager

Attachments: A: Agenda Report of March 23, 1999
              B: *Hayward is Prepared for Y2K*

CITY OF HAYWARD

AGENDA REPORT

AGENDA DATE   <u>03/23/99</u>

AGENDA ITEM   _____

WORK SESSION ITEM   <u>WS #3</u>

TO: Mayor and City Council

FROM: Finance Director

SUBJECT: Y2K Compliance Report

ATTACHMENT A

RECOMMENDATION:

It is recommended that the City Council review and comment on this report.

BACKGROUND/DISCUSSION:

One of the projects that staff is working on for 1998-99 is the Y2K Project. More specifically, the City is involved, as are countless other cities, businesses and individuals, in preparing for the "Year 2000 Problem". As Council is aware, the Y2K problem refers to the fact that many computers will not properly recognize the new century. More specifically, many computers, computer programs, equipment and systems which are date dependent may not work when January 1, 2000 rolls around. To respond to this important concern, the City has been planing for Y2K since 1996.

In the broadest terms, planning for the Y2K Problem falls into two major areas. The first area consists of bringing into compliance those systems over which the City has direct control. That is, the City's own computers, systems, equipment etc. The second area consists of those systems over which the City does not have control. Examples range from the Power Company to banks or a local vendor. Substantial work has already been done by the City with respect to the first area. In terms of the second area, the only practical response by the City, or any entity, is to do a good job of contingency planning. As 1999 winds down contingency planning, that is, what will the City do if major vendors/suppliers have Y2K problems, will obviously be a critical activity.

More specifically, the City has based its response strategy on what has become a generally accepted approach of five major action steps. First, an inventory of all potentially impacted systems is prepared. Second, those systems which are not Y2K compliant are identified. Third, those results are prioritized. Fourth, remedial action is developed. Fifth, contingency plans are developed. At this time the City is well along in terms of the first three steps and 1999 will see significant activity with respect to steps four and five.

The City's first Y2K efforts began in 1996 and focused on the City's main frame computer applications. Examples of these applications are the general ledger, utility billing, financial reporting, budget and payroll. All of the City's main frame applications were brought into Y2K compliance by City staff, except for the payroll application. Conversion of this critical system required outside resources and the 1998-99 Budget contained funds to bring this system into Y2K compliance by the end of 1999.

The City then focused on all other applications and equipment and/or systems that could be affected by the Y2K problem. To coordinate this effort the City has formed a Y2K Compliance Team. The Team has developed a plan, which organizes response efforts under five major areas: Public Safety, Public Works, Administration, Library and City Clerk's Office. To coordinate City wide efforts each area has a coordinator assigned. The coordinators are the Public Works Director, Library Director, Police Chief, Finance Director and City Clerk. The Project Manager for the Team is the Assistant City Manager.

Each of these areas has been working on Y2K compliance issues that fall within the scope of their operations. During 1999 the City will, as was mentioned above, be working to bring as many applications into compliance as possible and to formalize contingency plans. A brief report on the status of each of the areas noted above follows:

Public Safety Report: Public Safety activities are divided between the Police Department and the Fire Department. The Police Department has been working during 1998 to inventory all systems that might have a Y2K Problem. The inventory of systems includes such areas as the CAD/RMS system, mobile data terminals (MDT's), uninterruptible power supplies, office equipment, PC's etc. In general, the department is of the opinion that any non-compliant systems can be brought into compliance on schedule. The one area that is not under the direct control of the department is the Police Information Network (PIN). This system is being brought into compliance by the County through the introduction of the Automated Warrant System (AWS). It will be through AWS that Police personnel will access other critical information both in the office and the field. The department is monitoring this area carefully.

The Fire department has also conducted an inventory of systems and equipment. This inventory includes radios, Fire Station systems, office equipment, PC's etc. In particular, the Fire department has reviewed all fire apparatus and safety and emergency medical equipment. One critical piece of emergency medical equipment, defibrillators, was found to be non-compliant. However, the department has already determined that there is a "fix" available and that the cost is relatively minor. This work will be accomplished well before the deadline. The Fire department has indicated that there is still work to do, but, at this time, does not see any major problems with respect to Y2K compliance.

A final area that affects both departments is contingency planning. Over the next few months the departments will be developing contingency planning focused on both internal operations and the community in general. That is, how will Public Safety react if there are temporary interruptions of power or phone service. The degree to which contingency planning will be necessary will clarify as we approach 2000.

Public Works: In 1998 Public Works began a comprehensive review and inventory of all systems that might be impacted by the Y2K problem. This included the WasteWater Treatment Plant, Water System, traffic lights, control equipment, Airport etc. As a result of the inventory, approximately 200 items were identified. Of those items the initial inventory identified 133 as compliant. The remaining items are currently being researched to determine compliance. In terms of overall readiness, the Public Works Department is of the opinion that there will be no major problem from City controlled systems. However, the Department is still gathering information with regard to outside entities and the contingency planning phase will reflect this information as it becomes available or is updated.

Library: The Library has also begun inventorying systems for Y2K compliance. This includes PC's, the network, some older terminals that are still being used and certain software applications that were developed specifically for the Library. In addition, the Library is concerned with security systems at both Library sites, gate count systems, cash registers, etc. In some of the instances that concern the buildings, the Facilities Division is addressing the Y2K issues. In general, the Library has completed the inventory process and is now developing/implementing solutions.

Administration: The Administration area includes the City's main frame computer, the Local Area Network all PC's attached to the LAN, including outlying areas such as the Airport, Corporation Yard, Waste Water Treatment Plant , Utility building and Library. As has been discussed earlier only one major main frame application, payroll, remains to be updated. This work is currently underway and scheduled for completion in 1999. In addition, the City's LAN and all related infrastructure including servers, routers etc. have been inventoried by an outside consultant. Staff is reviewing this information and will begin any modifications that are required. Since early January staff has been inventorying and updating all PC's attached to the LAN. This work will continue until all hardware/software is updated. In addition, there are several Windows 95 machines that will have to be updated to Windows NT. Staff does not see any particular problem arising in this area.

In addition to the areas discussed above the City's Facilities Division has been inventorying building systems for all City buildings. More specifically, this effort is directed to heating and air conditioning systems, elevators, lighting, security, etc. Also, the Facilities Division is in regular contact with the City's phone company with respect to Y2K compliance. At this time

the phone company has indicated that it is Y2K compliant. The Facilities Manager is seeking written confirmation.

Another area that has been inventorying systems is the City's Equipment Management Division. At this point in the process no systems have been identified which will cause a Y2K problem. This includes Fire Department apparatus, automobiles and other equipment.

Finally, the City is actively discussing Y2K compliance with such critical vendors as the City's bank, Deferred Compensation Administrator, Trustees etc. Should the City discern a problem is this area then that will become an important aspect of the City's contingency planning phase.

City Clerk's Office: The City Clerk's office has been particularly concerned with two areas. One is elections and the other concerns the City's imaging system. In the first case the City Clerk has verified that the County is Y2K compliant. In fact, the first elections that will be held in 2000 will be the March elections. The County reports that they are ready. The City Clerk has also investigated the imaging system and both hardware and software are Y2K compliant.

CONCLUSION:

The City of Hayward has developed and implemented a comprehensive Y2K compliance program. In some cases substantial reprogramming of key software applications has been completed and tested. In other areas, inventorying of systems has been completed and solutions are being developed or implemented. Overall, the City, for the areas that it can control, is on target. However, for areas that are not under the City's control, there is a level of uncertainty. As the year progresses, the City will actively engage in contingency planning, as called for in the Y2k Compliance Plan.

Staff would also like to note that one of the steps that the Y2K Compliance Team has taken is to establish a timeline for compliance. At this time the Team has set as a goal the testing of all systems during the last two weeks of June. The Team then plans to report to Council the results of the June testing and any final steps that need to be taken, before the Council adjourns for the summer break in August.

Finally, staff would like to note that this report was made to the Council Technology Application Committee at the Committee's March 11, 1999 meeting. At that meeting the Committee indicated that it was supportive of the overall plan and approach that staff had developed and concurred that the report should go forward to the full City Council.

Recommended by:

Perry H. Carter

Perry Carter, Director of Finance

Approved by:

Jesús Armas

Jesús Armas, City Manager

What is Y2K and... what is all the commotion about?

By now the term "Y2K" has become generally familiar. It refers to the date change to the Year 2000. There is concern because this date change can affect any system that uses computer software or computer chips, including automated equipment and machinery.

For example, the way many software programs store the calendar year date is by the last two digits. So 1998 would be stored as "98." This will work until the year 2000 when the year as "00" may be read as 1900 in stead of 2000.

What is Hayward doing to assure that City services work correctly when the Year 2000 arrives?

City staff understands resident concern and for this reason is reviewing all City systems and putting in place plans to make sure they will operate correctly when the Year 2000 arrives.

The City has been planning for Y2K since 1996. The first area of focus has been the City's own computer systems and automated equipment. An internal Y2K Compliance Team is near completion of the inventory of all potentially impacted systems. Steps are underway to get all items that need adjustments for the Year 2000 ready for that date change.

Year 2000 readiness tests on critical affected systems and equipment will be completed by June 14, 1999. A report will then be presented to the City Council by the end of July outlining all the steps taken, and the state of the City's Y2K readiness.

Could the Year 2000 change affect my water and sewer service?

All aspects of the City's utilities service have been included in the Year 2000 review. This includes the computers that monitor reservoirs and control pumps and water distribution, as well as operation of the City's waste water treatment plant and sewer system. The City's goal is to prevent any interruption of its critical utility systems. There are backup generators in place to operate critical water and sewer services if needed.

What about emergency services like Police and Fire?

All equipment that impacts Police and Fire emergency communications and the dispatching of help are under review. The City is working closely with Alameda County to assure access to critical emergency information for both Police and Fire services.

Essential Police and Fire field equipment and apparatus are being assessed and adjustments made to address Y2K compliance.

What about services that affect Hayward over which the City does not have control?

Many City services depend on other organizations and vendors. The two most notable are for power supply and telephone service. An essential part of the City's Y2K review is developing backup or contingency plans to address interruptions in those services. Specific steps are being developed and will become part of the City's Year 2000 readiness.

How can I as an individual get ready for the Year 2000 change?

Reading the information in this pamphlet is one example of what individuals can do – keep informed. If you have concerns about how your bank, store, school, cable service, internet service etc. are addressing the Year 2000 change, ask them. Many organizations have prepared written information for that purpose.

Also, there are a number of useful resources on the City's web page that outline ways to prepare for Y2K. Look under *What's New* at *www.ci.hayward.ca.us*

How can I get more information about what the City is doing?

If you have questions that have not been addressed about how the City of Hayward is preparing for the Year 2000, call the following phone numbers and ask for the Department's Y2K spokesperson.

- City Manager's Office
  510/583-4304

- City Attorney's Office
  510/583-4458

- Library
  510/881-7936

- City Clerk's Office
  510/583-4400

- Community and Economic Development
  510/583-4242

- Finance
  510/583-4006

- Fire Department
  510/583-4950

- Personnel
  510/583-4500

- Police Department
  510/293-7061

- Public Works
  510/583-4713

Year 2000

Hayward is Prepared for Y2K

ATTACHMENT B

CITY OF
HAYWARD